

2003 BDUG ANNUAL MEETING SURVEY RESULTS

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|-----------------------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Keynote: Donald F. Donahue | | | | | |
| | Content addressed the current issues | 48 | 0% | 13% | 87% |
| | Information presented was practical | 48 | 0% | 19% | 81% |
| | Topic was covered in sufficient depth | 48 | 0% | 27% | 73% |
| | Speaker had knowledge of the subject | 48 | 2% | 8% | 90% |
| | Speaker presented the topic professional | 48 | 2% | 7% | 91% |
| | Speaker adequately addressed questions | 48 | 2% | 17% | 81% |

Comments:

"WELL DONE, DON" "Very well done and excellent presentation" "Great job" "A negative but accurate overview"
 "Very informative, very realistic" "Intelligent and incisive" "Good opening" "Good capturing of current issues of concern"
 "One of the best keynote speakers I have heard. He obviously knows the industry and all the upcoming issues. Good overview of DTCC's approach to risk and regulation." "Overall great! Well presented, in tune with agenda and annual meeting topics."
 "Special Request! If at all possible, please bring Don Donohue back to the BDUG Annual Meeting next year. It is important that we get what is happening at DTCC. Straight and communicated well" "Appears to thoroughly understand the issues and the direction and most importantly - speaks to others in plain understandable English" "Excellent presentation with KEY INFORMATION"

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|---------------------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Vendor Presentation | | | | | |
| Union Bank of California | Content addressed the current issues | 46 | 2% | 48% | 50% |
| | Information presented was practical | 46 | 2% | 43% | 55% |
| | Topic was covered in sufficient depth | 46 | 0% | 43% | 57% |
| | Speaker had knowledge of the subject | 46 | 2% | 37% | 61% |
| | Speaker presented the topic professional | 46 | 0% | 41% | 59% |
| | Speaker adequately addressed questions | 46 | 0% | 41% | 59% |

Comments:

"Too Long" "Very good presentation, needed to be a bit more brief" "Very good factual information without a strong sales pitch"
 "Interesting to see more about another Bank's Business - but, not what I would prefer to hear at our annual (fly away) conference"
 "Very good, I like the vendor presentations" "Blatant commercial for UBOC, what was purpose of presentation? If I am interested in their products, I will stop by booth. Don't know why this presentation was made." "Very informative" "Good overview of services provided"
 Speaker presented well, our business needs not conducive to vendors product." "I really like having vendors at General Sessions"
 "Informative, useful alternative solutions, interesting"

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| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|--------------------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Panel Discussion on STP | | | | | |
| | Content addressed the current issues | 45 | 4% | 20% | 76% |
| | Information presented was practical | 45 | 4% | 24% | 72% |
| | Topic was covered in sufficient depth | 45 | 4% | 29% | 67% |
| | Speaker had knowledge of the subject | 45 | 4% | 11% | 85% |
| | Speaker presented the topic professional | 45 | 4% | 16% | 80% |
| | Speaker adequately addressed questions | 45 | 4% | 22% | 74% |

Comments:

"Good overall - John P did an excellent job covering a wide spectrum - not covered anywhere else - some of data redundant." "Particularly informative & enjoyable - speakers very good." "Don's comments were relevant, practical and actionable." "Don addressed the "meat" excellent program" "Very professional - speakers very in tune to the topic." "The moderator was not only witty, but extremely good looking. Nice suit." "Great visuals that proved to be very helpful, good questions, good answers" "Perhaps it is too much to ask, but someone should get off the pot and mandate some answers. Or, let SWIFT take charge." "Why can't someone take a position such as NACHA has taken on ACH? Set the rules & deadline & you must comply."

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|----------------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Vendor Presentation | | | | | |
| OMGEO LLC | Content addressed the current issues | 36 | 3% | 31% | 66% |
| | Information presented was practical | 36 | 3% | 25% | 72% |
| | Topic was covered in sufficient depth | 36 | 6% | 33% | 61% |
| | Speaker had knowledge of the subject | 36 | 3% | 25% | 72% |
| | Speaker presented the topic professional | 36 | 3% | 22% | 75% |
| | Speaker adequately addressed questions | 36 | 3% | 28% | 69% |

Comments:

"I would have liked more data on Omgeo's market share & penetration , improvement & corporate strategy" "Nice presentation at a high level" "Jose is a great speaker and always makes it interesting" " Jose is most accommodating to his audience and always wants to do the best for them"

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| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|--|--|-------------------|---------------------------|----------------|--------------------------|
| ACATS Workshop - Discuss- of End-to-End Benefit for Banks in the Account transfer cycle | Content addressed the current issues | 15 | 13% | 13% | 74% |
| | Information presented was practical | 15 | 13% | 20% | 67% |
| | Topic was covered in sufficient depth | 15 | 13% | 27% | 60% |
| | Speaker had knowledge of the subject | 15 | 13% | 13% | 74% |
| | Speaker presented the topic professional | 15 | 13% | 13% | 74% |
| | Speaker adequately addressed questions | 15 | 13% | 13% | 74% |

Comments:

"Excellent presentation. Speaker knows material very well and was able to answer all questions."

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|---|--|-------------------|---------------------------|----------------|--------------------------|
| How to Capitalize on DTCC University's Wide Range of E-Learning & Certification Programs | Content addressed the current issues | 9 | 0% | 55% | 45% |
| | Information presented was practical | 9 | 0% | 55% | 45% |
| | Topic was covered in sufficient depth | 9 | 0% | 55% | 45% |
| | Speaker had knowledge of the subject | 9 | 0% | 55% | 45% |
| | Speaker presented the topic professional | 9 | 0% | 55% | 45% |
| | Speaker adequately addressed questions | 9 | 0% | 55% | 45% |

Comments:

"Good info-exciting product" "Good demo product" "Overview very helpful will, enable us to improve knowledge base of staff"

"Not well focused" "This looks like it could be a very viable tool to help train or cross-train employees."

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|---|--|-------------------|---------------------------|----------------|--------------------------|
| Transforming Corporate Action Processing | Content addressed the current issues | 24 | 4% | 38% | 58% |
| | Information presented was practical | 24 | 4% | 42% | 54% |
| | Topic was covered in sufficient depth | 24 | 4% | 29% | 67% |
| | Speaker had knowledge of the subject | 24 | 4% | 29% | 67% |
| | Speaker presented the topic professional | 24 | 4% | 33% | 63% |
| | Speaker adequately addressed questions | 24 | 4% | 38% | 58% |

Comments:

"Very Informative" " Good Presenter" "Good Information provided."

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|---------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Vendor Presentation | | | | | |
| Standard & Poor's | Content addressed the current issues | 25 | 4% | 64% | 32% |
| | Information presented was practical | 25 | 4% | 64% | 32% |
| | Topic was covered in sufficient depth | 25 | 4% | 64% | 32% |
| | Speaker had knowledge of the subject | 25 | 4% | 12% | 84% |
| | Speaker presented the topic professional | 25 | 4% | 12% | 84% |
| | Speaker adequately addressed questions | 25 | 4% | 12% | 84% |

Comments: NONE

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|----------------------|--|-------------------|---------------------------|----------------|--------------------------|
| VMU Update | | | | | |
| (An Industry Update) | Content addressed the current issues | 28 | 7% | 7% | 86% |
| | Information presented was practical | 28 | 7% | 14% | 79% |
| | Topic was covered in sufficient depth | 28 | 7% | 14% | 79% |
| | Speaker had knowledge of the subject | 28 | 7% | 7% | 86% |
| | Speaker presented the topic professional | 28 | 7% | 7% | 86% |
| | Speaker adequately addressed questions | 28 | 7% | 12% | 81% |

Comments:

"This is a good session, one that needs to be an ongoing session at future meetings" " Good talk, speaker excellent" "Very good- please repeat next year" "Omego needs to provide cost comparisons of today's ID vs CTM et al"

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|--|--|-------------------|---------------------------|----------------|--------------------------|
| Business Continuity Planning, BCP Panel Discussion with Industry Leaders | | | | | |
| | Content addressed the current issues | 40 | 0% | 20% | 80% |
| | Information presented was practical | 40 | 0% | 30% | 70% |
| | Topic was covered in sufficient depth | 40 | 3% | 23% | 74% |
| | Speaker had knowledge of the subject | 40 | 0% | 15% | 85% |
| | Speaker presented the topic professional | 40 | 0% | 15% | 85% |
| | Speaker adequately addressed questions | 40 | 0% | 20% | 80% |

Comments:

"Many of the issues or tools like GETS cards and SAFTI are not available to the average bank. Program should be geared more toward what the average bank can accomplish. Attendees to this conference are not generally in charge of BCP bankwide."

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Six of the Comments were "Excellent Session and very informative" "Good discussion good approach to BCP" "This forum was a good idea, more time would have been nice." "Gained a comfort level with DTCC BCP, Rex and Bridget provided good information." "Would be good to expand on this topic" "I enjoyed it very much" "Very good material presented." "Very informative. Look forward to the breakout session, good insight"

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|---------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Vendor Presentation | | | | | |
| Systemware | Content addressed the current issues | 38 | 3% | 58% | 39% |
| | Information presented was practical | 38 | 5% | 66% | 29% |
| | Topic was covered in sufficient depth | 38 | 3% | 71% | 26% |
| | Speaker had knowledge of the subject | 38 | 0% | 55% | 45% |
| | Speaker presented the topic professional | 38 | 0% | 58% | 42% |
| | Speaker adequately addressed questions | 38 | 3% | 55% | 42% |

Comments:

"I do not enjoy listening to vendor presentations during the general sessions. Information is not always relevant and I think the breaks with the vendors are the times to discuss their products. I think the general session time could be better spent on industry topics." "Handled presentation well and created some interest" "Very impressive" "Vendors should be very careful not to exceed time allotment" "Another Commercial - related to securities processing HOW?" "Too detailed"

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|---------------------|--|-------------------|---------------------------|----------------|--------------------------|
| OMEGO Update | | | | | |
| | Content addressed the current issues | 18 | 3% | 5% | 92% |
| | Information presented was practical | 18 | 5% | 5% | 90% |
| | Topic was covered in sufficient depth | 18 | 3% | 5% | 92% |
| | Speaker had knowledge of the subject | 18 | 0% | 0% | 100% |
| | Speaker presented the topic professional | 18 | 0% | 0% | 100% |
| | Speaker adequately addressed questions | 18 | 3% | 0% | 97% |

Comments:

"When talking to custodians drop brokers/OAM. Update flows with Trade Hub, custodian" "Jose is a well informed and knowledgeable presenter. In addition he was responsive to audience and strived for an interactive session" "Excellent nuts & bolts session, should be repeated next year." "Always a most interesting presenter and presentation" "OAM a long awaited program, I am so excited something is finally here to accommodate the smaller firms, Thank You Omego."

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|---------------------------------|--|-------------------|---------------------------|----------------|--------------------------|
| BCP Best Practices | | | | | |
| (Peer Group Discussions) | Content addressed the current issues | 16 | 0% | 12% | 88% |
| | Information presented was practical | 16 | 0% | 12% | 88% |
| | Topic was covered in sufficient depth | 16 | 0% | 31% | 69% |
| | Speaker had knowledge of the subject | 16 | 0% | 12% | 88% |
| | Speaker presented the topic professional | 16 | 0% | 12% | 88% |
| | Speaker adequately addressed questions | 16 | 0% | 12% | 88% |

Comments:

"A good open forum. Some nice ideas were exchanged" "Bridget was helpful, thorough & informative" "Good information"
 "Very useful info, timely and practical" "Very useful information that will prove very beneficial to many individuals in our shop"
 "great group, received a lot of good information"

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|-------------------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Regulatory Update with | | | | | |
| Focus on OFAC | Content addressed the current issues | 29 | 10% | 41% | 49% |
| | Information presented was practical | 29 | 31% | 31% | 38% |
| | Topic was covered in sufficient depth | 29 | 21% | 38% | 41% |
| | Speaker had knowledge of the subject | 29 | 7% | 34% | 59% |
| | Speaker presented the topic professional | 29 | 10% | 41% | 49% |
| | Speaker adequately addressed questions | 29 | N/A | N/A | N/A |

Comments:

"Too long, too much info not enough time on compliance or security industry - actual rather boring and uninteresting except for the fact it is very important" "Too much reading from notes, not enough discussion" "Too much detail - read presentation not enough on how we can comply" "Could be more engaging, provide current examples/senarios, little boring" "Contents not practical for the audience. Methods of compliance - reasonable methods of getting info - what info to get" "Good information - terrible presentation - very dry. He read the entire presentation . What is the point of all this information - much too detailed, not practical." "Topic is very important but the presentation was boring - speaker just read the presentation and did not engage the audience." "Copies of slides would have been sufficient to review programs. Good information but notes were hard to take without copy of presentation." "Regulatory updates are key part of this session & I encourage/ support continued coverage." "OFAC is an important topic but delivery was dry." "I would have preferred his presentation not to have been read, it made it less interesting."

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|--------------------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Get Smart! An Update on | | | | | |
| DTCC's Network Service | Content addressed the current issues | 19 | 0% | 0% | 100% |
| | Information presented was practical | 19 | 0% | 0% | 100% |
| | Topic was covered in sufficient depth | 19 | 0% | 0% | 100% |
| | Speaker had knowledge of the subject | 19 | 0% | 0% | 100% |
| | Speaker presented the topic professional | 19 | 0% | 0% | 100% |
| | Speaker adequately addressed questions | 19 | N/A | N/A | N/A |

Comments:

" Well Done" " Exciting" "Mike continues to be the best of DTCC and always imparts good information and very professionally."

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|----------------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Vendor Presentation | | | | | |
| CCH Gainskeeper | Content addressed the current issues | 17 | 0% | 41% | 59% |
| | Information presented was practical | 17 | 0% | 41% | 59% |
| | Topic was covered in sufficient depth | 17 | 0% | 35% | 65% |
| | Speaker had knowledge of the subject | 17 | 0% | 29% | 71% |
| | Speaker presented the topic professional | 17 | 0% | 35% | 65% |
| | Speaker adequately addressed questions | 17 | N/A | N/A | N/A |

Comments: NONE

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|-----------------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Customer Service | | | | | |
| Achieving Excellence | Content addressed the current issues | 45 | 2% | 16% | 82% |
| | Information presented was practical | 45 | 2% | 18% | 80% |
| | Topic was covered in sufficient depth | 45 | 2% | 7% | 91% |
| | Speaker had knowledge of the subject | 45 | 2% | 9% | 89% |
| | Speaker presented the topic professional | 45 | 4% | 11% | 85% |
| | Speaker adequately addressed questions | 45 | N/A | N/A | N/A |

Comments:

"Good information provided regarding DTC contact for daily operations and good to know customer feedback is taken seriously and being used to improve client service" "Informative - good speaker - made me feel bad because I did not return my survey." "Should be an annual session - survey is very important to customers as well as DTC" "Just a little too long to get subject covered." "I would like to see the survey

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before we meet." "Why mention your compensation, multiple times? Offensive." "Will there be an Important Notice on the fee increase? Why is this being done in the month of the fiscal year? Is this the only fee increase for 2004?" "I am not sure that this was the best way to present this information. Mark did not seem to think that system failure should influence our responses. He may not be able to control that, but DTC must control that !!!!!" "Speaker did not waste too much time explaining stats, I don't care about." "I think some of the service problems are still within the operations. If you have a problem with a corporate action offer, you are working with the person assigned to the offer in RIPS. This is where service problems can be encountered with the quality of information received and timeliness. We wouldn't call the service center for problems with an open offer." "Notes to speaker: Survey needs to be sent in multiple formats: my bank was not able to access the original survey. Decrease in satisfaction - closing of the Chicago Office. In the Midwest, we don't seem to receive as much attention from NY and the reps are harder to contact." "This BDUG annual meeting is an outstanding format to keep in contact with DTCC, much more interaction, and good."

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|---------------------|--|-------------------|---------------------------|----------------|--------------------------|
| Introducing DTCC's | | | | | |
| Product R&D Group | Content addressed the current issues | 41 | 5% | 46% | 49% |
| | Information presented was practical | 41 | 12% | 41% | 47% |
| | Topic was covered in sufficient depth | 41 | 12% | 27% | 61% |
| | Speaker had knowledge of the subject | 41 | 2% | 24% | 74% |
| | Speaker presented the topic professionally | 41 | 5% | 34% | 61% |
| | Speaker adequately addressed questions | 41 | N/A | N/A | N/A |

Comments:

"Randy has a lot to do. Looks like he covered it all. Great presentation!" "Best part was "Initiatives We're Considering" "

"Please look into cost basis information and the processing of private placements and restricted securities"

"Much improved , more focused way to evaluate business opportunities for DTCC"

"I like this - just enough but not too much information" "A very interesting presentation that should be considered for each BDUG annual meeting - " an update" "

"Too long - started out strong but fizzled near the end" "Should have been a 30 minute session compared to other topics on the agenda"

"TOO LONG - should be higher level - too much detail" "I think it would be beneficial to have breakout sessions at the conference on some of these ideas to get feedback"

"Abandon Property/escheatment service - I think this would be difficult for DTCC to be involved in due to the various regulations certain banks have to comply with, and reporting needs"

"The cost basis idea should definitely be pursued" "Charts are a little difficult to follow - it would have been helpful to know completion dates for the initiatives."

"1st part of the presentation was not effective. It was too general. 2nd part on initiatives was GREAT."

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|-------------------------------|---------------------------------------|-------------------|---------------------------|----------------|--------------------------|
| Vendor Presentation | | | | | |
| Matrix Settlement & Clearance | Content addressed the current issues | 28 | 4% | 18% | 78% |
| | Information presented was practical | 28 | 4% | 18% | 78% |
| | Topic was covered in sufficient depth | 28 | 4% | 14% | 82% |
| | Speaker had knowledge of the subject | 28 | 4% | 11% | 85% |

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| | | | | |
|--|----|-----|-----|-----|
| Speaker presented the topic professional | 28 | 4% | 11% | 85% |
| Speaker adequately addressed questions | 28 | N/A | N/A | N/A |

Comments:

"Short and sweet. I do not work with mutual funds but presentation was good and could follow along." "Great job, good presenter"
 "Great to hear from this vendor"

| SESSION DESCRIPTION | CATEGORY | Total # Responses | 1 Not at all satisfactory | 2 Satisfactory | 3 Extremely Satisfactory |
|---------------------|--|-------------------|---------------------------|----------------|--------------------------|
| DTCC's 2003 | | | | | |
| Development Agenda | Content addressed the current issues | 26 | 0% | 0% | 100% |
| | Information presented was practical | 26 | 0% | 0% | 100% |
| | Topic was covered in sufficient depth | 26 | 0% | 0% | 100% |
| | Speaker had knowledge of the subject | 26 | 0% | 0% | 100% |
| | Speaker presented the topic professional | 26 | 0% | 0% | 100% |
| | Speaker adequately addressed questions | 26 | N/A | N/A | N/A |

Comments:

"Good pace - high level - great speaker" "Really good presentation, timely and very worthwhile."
 "Your favorite word & mine & tremendous!" "Very fast presentation with a lot of information, which was difficult to absorb in the time allotted."
 "Great speaker - Go Red Sox" " Sorry" " Good job by Mr. Eastman"

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| SESSION DESCRIPTION |
|----------------------------|

Network Technology Focus Session

This session received great reviews by the limited number of completed surveys and Mike Vellecca was complemented for an outstanding job.

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|----------------------------------|
| OVERALL CONFERENCE SURVEY |
|----------------------------------|

| | |
|-------------|-----|
| Too short | 0% |
| About Right | 95% |
| Too Long | 5% |

Suggestions for Future Conferences

Continue having outside speakers - stick more to schedule (I know that's hard) - not about conference overall - only when it came to having a dinner vs. not.
 Have hard candy on conference tables - SWIFT presentation of ISITC speaker- Hotel in downtown - end late Tuesday- Breakouts should be scheduled so that if you miss one session, there is an
 Sessions should be scheduled with a 5 min break between break out and general sessions - more breaks during the day - it would help keep things on schedule and allow time for phone calls e
 More training sessions - would be nice to receive a list of names/phone #s of attendees willing to share info on an ongoing basis -same listing for vendors would be great vs. business cards.
 Mutual fund updates - fund serv/networking panels - how vendor products/DTC/Banks interface - Get omgeo to discuss in more detail about their products.
 More focus groups to provide feedback to DTC on a wider range of issues. - Thought PBS breakout was very good. Had opportunity to hear other views of product from other banking institutions.
 Vendor presentation are very good, but should be done in the first day and half, if possible. Schedule seems to be tight.
 Have more breakout session with vendors similar to what SEI did this week. - Add more roundtable discussions.- Additional info on technology enhancements with DTCC-Web based products

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More specifics about how DTCC is trying to change industry, for example: What DTCC is doing to force issuer to give better/straight forward info about corporate actions.
Do away with Vendor Presentations, they are not necessary or of any benefit to me.- breakout sessions for individual Securities Services area - I.e. Income, settlement, corp. actions.
Choose a Venue that is more user friendly, when you don't have access to a car some of the sites that are chosen are very limited.
Six Sigma Introduction??? Key people from DTCC very important such as Don Donohue. Corporate Actions Product Update, Peer group discussion on STP
SIA update on major initiatives affecting custodians. Focus on Corporate Actions
Would like to see more Vendor presentation all done by end of the first or first half of the second day. These are very helpful and a good introduction to the Vendor.
I would like to see DTC schedule more focus groups on services and get people talking about assorted issues as a small group.

Why did you choose to attend this annual meeting when you have other options that may be available?

I have never been to BDUG. My manager gave me this opportunity. I'm glad I was able to attend. I would like to attend again.
Interest in the DTCC agenda; support of BDUG. STP/ACATS, I am also the DTC contact from our bank
Timely, worthwhile topics covered which directly impact my work. Like the people - Good size group. First timer and manager thought it would be beneficial to attend.
Have always found it to be very beneficial and informative. To stay updated of DTCC related current events and meet reps that we don't normally have access.
First Time. Personal DTCC updating and contacts, and review of vendor products.
To Check on new updates and changes. Enjoy seeing others that do the same processing.
Gathering of banks in one location. Discussions centering on all aspects of operations and systems initiatives and other DTCC related information.
To meet with various vendors and to network with other banks to discuss and compare various issues with them.
DTC is very important to the role I have within my organization. This conference offered me the opportunity to learn things relevant to my positions.
Find this to be a very informative conference; enjoy meeting other professionals from the banking world.
Meeting enables the smaller banks to meet DTCC staff and hear about DTCC initiatives for future offerings and results of service standards. Meet the people of other banks and vendors.
Stay current with industry and DTCC initiatives, networking with peers.
It always has good participation & good opportunities to meet vendors and DTCC people.
Its important to support BDUG. Opportunity to meet with DTCC people.
Discussions have meaningful content and opportunity to meet with industry peers and DTCC. Very informative, good session topics
Updates on new initiatives with DTCC. The information provided is pertinent to my daily operation. Information provided and networking.
Manager thinks this is beneficial to my everyday work since I am in Settlements and I agree.
My company allows me to come to BDUG every other year to learn of Product Development and advances in the Industry. It is advantageous to meet and mingle with other firms and learn of their processes etc. I enjoy meeting with the vendors.
A great opportunity to meet and talk to others who face the same daily challenges. The education aspect related to industry direction & new Products.
Program content, opportunity to interact with DTCC staff, bank securities focus. To keep engaged with industry initiatives. Most informative vs. others
I think this is the best forum to see and talk to everyone from the industry. This is a great place to meet other who have the same issues we have.

Site Suggestions for Future Conferences

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|----------------|----|
| Aspen | 2% |
| Boca Raton, Fl | 2% |
| Hilton Head | 2% |
| Houston | 2% |
| Las Vegas | 5% |

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|----------------------|------------|
| Miami | 3% |
| Montreal | 2% |
| Naples | 2% |
| Nashville | 2% |
| New Orleans | 7% |
| New York | 7% |
| Orlando | 5% |
| Palm Springs | 11% |
| Philadelphia | 2% |
| San Antonio | 5% |
| San Diego | 7% |
| San Francisco | 11% |
| Santa Fe | 4% |
| Scottsdale | 5% |
| Seattle | 2% |
| St. Petersburg | 2% |
| Toronto | 2% |
| Washington, DC | 2% |
| West Palm Beach | 2% |

Additional Comments:

Unless I missed it. Provide a list of which vendors will be at BDUG, in advance. Other co-workers might have benefited seeing ADP or Standard & Poors, GainsKeeper, etc
 I think some of what was said, was somewhat repeated. Workshops are a great idea. Food at hotel was excellent. Rooms were cold but that's better than hot
 Keep up the good work!!!!!!!!!!!!!!!!!!!!!!
 Good Job !!!!!
 Careful consideration should be given to not scheduling annual meeting over religious holidays.
 It would be nice if the list of attendees had email addresses and phone numbers.
 ALL CELL PHONES AND PAGERS SHOULD BE TURNED OFF OR PUT ON VIBRATE DURING SESSIONS.
 More vegetarian meals
 Too cold in meeting room
 My first time and found it very informative. Nice variety of subjects presented.
 I found the conference very enjoyable and look forward to future events, Thank you.
 Hotel that is also a resort improves the setting
 Offering a continental breakfast - it would be nice to have a place to sit & eat, instead of trying to stand while you eat breakfast.
 Did not care for the vendor presentations as part of the general session. The vendor presentation were not effective.
 Hotel was Great/Sessions were very informative for me/CONFERENCE WAS THE BEST I HAVE ATTENDED
 OFAC is important but not #1 on my list. Speaker was dry and did not compare to others who spoke. BCP was an excellent subject.
 GREAT JOB STEERING COMMITTEE
 Liked the focus group discussion on Web development

2003 BDUG ANNUAL MEETING SURVEY RESULTS

The sessions were very informative. DTCC and other are doing some good things.